

# **CHILDHAVEN, INC.**

## **JOB DESCRIPTION**

**JOB TITLE:** Shelter Shift Supervisor  
**FLSA STATUS:** Exempt – Salary  
**REPORTS TO:** Shelter Program Director or Designee  
**HOURS:** Full-time On-Call position with varying shifts/hours

### **PRIMARY DUTIES:**

1. Supervise and hire Youth Advocates (YAs), volunteers, and cooks. Alert maintenance workers to identify facility issues.
2. Assure proper ratios and coverage when approving staff's time off requests.
3. Assist Shelter Director in assuring the safety of the clients on their shifts and assisting in identifying any areas of needed improvement.
4. Train and coordinate the training of Youth Advocates and ensures that all state regulations and Childhaven procedures for employment are met including line of sight supervision of uncleared (Red Badge) staff while awaiting final fingerprint clearance and orientation to the Shelter procedures, assure all YAs attain documented renewal of annual training hours and certificates.
5. Coordinate transportation of children to school, medical appointments, activities, etc., assuring sufficient number of drivers to handle daily transportation of children.
6. Dispense medication timely to the appropriate children in accordance with NM Pharmacy Licensing procedures.
7. Review and edit written communication and incident reports to ensure accuracy & conforms with timelines and procedures.
8. Communicate timely with caseworkers and other entities regarding approval of admissions, time of intakes/discharge, visitation/phone calls and status of children in care.
9. Implement and adjust weekly work schedule for Youth Advocates and shift supervisors to assure proper staff to child ratios.
10. Perform on-call duties to assure proper coverage and to oversee the work of the Youth Advocates.
11. Conduct timely staff performance appraisals and meet weekly with their supervisees to coach them and ensure ongoing development as a Youth Advocate.
12. Ensure timely employee discipline and termination decisions are properly documented and approved by HR.
13. Plan & orchestrate daily schedule for younger & older residents.
14. Support staff in implementation of daily routine by providing direct oversight (Shift Supervisors position themselves in direct line of sight/earshot of clients and staff the majority of the shift).
15. Participate in monthly client Shelter Care Plan meetings with legal guardians and provide information to assure individualized Care Plans per child/youth.
16. Assure all meals and snacks are timely and documented by end of shift.
17. Complete all shift checklist duties, client notes, and incident reports by the end of shift.
18. Update language to Shelter Procedures and Practice Guides to assure clarity for all staff.
19. Other duties as assigned to assure the smooth operations of the shelter.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Strong program management and supervisory skills.
2. Understanding of community services and social services delivery systems.
3. Ability to perform crisis management and de-escalation skills.
4. Effective verbal & written communications skills with persons of diverse backgrounds
5. Ability to implement the Nurtured Heart Approach (NHA) in a shelter setting and model the techniques to Youth Advocates and clientele.

6. Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental ability, sexual preference, and gender identity/expression.

**QUALIFICATIONS:**

- High School Diploma and 5 years relevant experience or bachelor's degree and 1 year experience in a Human Services Related Field.
- Must pass local, state, and federal background checks (including fingerprints).
- Must have reliable transportation and ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License, and a clean driving record).
- Must obtain and maintain CPR/First Aid, NHA, and CPI certification within 90 days.
- Abide by state licensing regulations and standards, and Childhaven policies and procedures.
- Demonstrated ability to work effectively with children in a trauma-informed manner.
- Able to lift 50 lbs.
- 24 hours approved training required per year with an additional 4 hours of supervisory training.
- A good working knowledge of child development developmentally appropriate practices.
- Ability to empathize with children and assure their safety and well-being.
- Ability to lead in crisis situations.
- A good working knowledge of curriculum planning for children & youth ages 0 – 17.
- Positive and polite communication skills to interact professionally with children, staff, parents, donors, and other agency professionals.